



MITEL

# UC360 COLLABORATION POINT

**ADMINISTRATION AND USER GUIDE**

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## **UC360 Administration and User Guide**

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# CHAPTER 1

## INTRODUCTION





## Introduction

Mitel's UC360™ Collaboration Point is an all-in-one multimedia collaboration appliance that provides multi-party audio and video conferencing, in-room presentation display, and remote collaboration for personal office meeting areas and conference rooms.

The UC360 has a large 7-inch color multi-touch display screen. The LCD display has a resolution of 1024 x 600 and has a backlight with adjustable brightness.



It has a patented beam forming microphone array that delivers 360° audio clarity for all participants. It automatically locates the talker in the room and attenuates background noise by adjusting the microphone sensitivity towards the current talker. It provides visual indication of the active speaker.

USB and Micro SD connectors are provided on the side of unit for quickly accessing files and presentations.



## UC360 Product Variants

The UC360 Collaboration Point comes in two product variants in Release 1.0. The features of each variant are described below.

### UC360 Collaboration Point - Audio and In-Room Presentation

The UC360 Collaboration Point provides basic Telephony and Conference features and applications:

- HD audio with 4-party audio bridge
- 16 beam forming microphones
- In-room presentation display (RDP, Picstel® SmartOffice™ using a USB Flash Drive or micro SD card)

### UC360 Collaboration Point - Remote Collaboration/Video Appliance

The UC360 Collaboration Point (Remote Collaboration and Video Appliance) supports all the features of the Audio and In-Room Collaboration Appliance, plus the following:

- HD audio with 4-party audio and HD video bridge
- Presentation display to remote participants
- Point-to-point video

This document includes procedures for both UC360 product variants.

In summary, the UC360 Collaboration Point provides:

- Superior audio conferencing capability including a beam forming microphone array
- Built-in presentation display capability via HDMI interface that supports connection to high definition LCD display/projector
- Built-in compatible MS Office readers and editors
- Remote desktop access (no need to bring laptop to give a presentation)
- Support for multiple file access methods, including USB Flash Drive, micro SD Card, Dropbox™ and Google® Docs
- Audio conferences for up to four parties
- High Definition video conferencing for up to four parties with an integrated conference bridge
- Support for integration with Active Directory and LDAP
- Ability to display remote presentations

## About This Document

This document contains the following information:

- a general description of the UC360 Collaboration Point, its interface, menu bars, and icons
- additional user information not covered in the Quick Reference Card
- detailed information on configuring the settings for the UC360
- information on configuring the settings in MCD

## Related Documentation

See the following documents for more information on the UC360 Collaboration Point.

- **UC360 Installation Guide** - this guide provides instructions on how to physically connect the UC360.
- **UC360 Quick Reference** - this guide provides basic procedures on how to make conference calls, handle calls, and do in-room and remote presentations.
- **UC360 Engineering Guidelines** - this guide provides information on the UC360 engineering requirements.
- **MCD System Administration Tool Online Help** - Refer to this online help system for instructions on how to program SIP devices on the MCD system.

To access UC360 and system-specific documentation:

1. In your browser, go to <http://www.edocs.mitel.com>.
2. Select a documentation suite from the following drop-down menus:
  - **Applications -> Conferencing and Collaboration -> UC360 Collaboration Point**
  - End User Documents
3. Log in if asked to do so.
4. To view a document, click on the document title.



# CHAPTER 2

## ABOUT THE UC360



## About the UC360

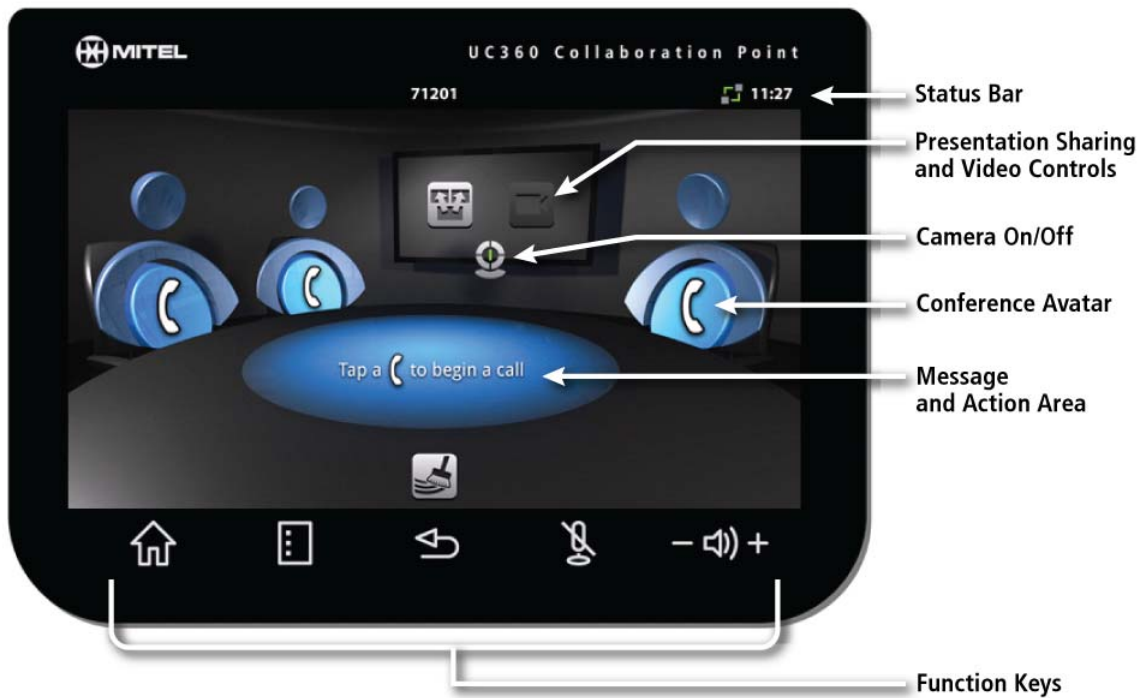
Read this chapter to learn more about the UC360 and how to use it.

The UC360 has the following applications:






- Conference App — see “Conference App” on page 15
- Contacts App — see “Contacts App” on page 31
- Remote (RDP) — see “Desktop Apps” on page 37
- Picsel SmartOffice — see “Desktop Apps” on page 37

## Main Screen - Conference App

The high-resolution touch screen and simple finger gestures make it easy to use the UC360.



### Function Keys





Function Button	Press to ...
 Home	Go to the Home screen
 Menu	Display the Menu bar. See the "Menu Bar" on page 11
 Back	Go back one menu or to the previous screen
 Mute	Turn on/off the microphone
 Volume	Increase or decrease the volume



## Menu Bar

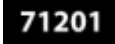


When you press the Menu  button, the menu bar is displayed.



Menu Button	Press to ...
 Share App	Share a presentation on the conference room HDMI device and send it to remote conference participants
 App	Open an application/presentation on the primary UC360 LCD screen
 Settings	Open the Settings menu
 About	Display information about the UC360 and the product variant, hardware and software version.

## Status Bar

The status bar at the top of the screen displays information about the UC360 and its network.

Status Icon/Information	What it means
	Extension number - The number comes from the username field under SIP settings
	Network connectivity <b>Red:</b> UC360 is disconnected from the network <b>Amber:</b> UC360 is attempting to register with the SIP server <b>Green:</b> UC360 is successfully registered with the SIP server
	Current time

## Using Gestures

You can use the following gestures on the UC360 touch screen:


Gesture	What it does
Tap	Simply tap your finger on what you want to interact with
Drag	Place your finger and drag across the screen
Scroll	Move page up or down quickly, right or left

The UC360 does not support the two-finger pinch or zoom.

## Customizing the UC360

Follow the procedures below to customize the UC360.

### Adjusting the In-Call Volume



- Press the volume button  during a call

**Note:** The default setting for the In-call volume is restored after the call.

### Adjusting the Ringer Volume

- Press the volume button  during ringing

### Adjusting Brightness

- Press Home  to display the Menu bar
- Press Settings 
- Tap Brightness
- Drag the brightness slider to the desired brightness

## Using Clean Mode

Use Clean Mode to clean the UC360 touch screen.


- Press  to display the Menu bar
- Press Settings 
- Tap Clean Mode

The touch screen is disabled.

- When the screen is clean, hold  for 3 seconds to exit Clean Mode.

## Unmounting Media

If you use a flash drive or SD card, unmount it before removing it.

1. Press Settings 
2. Select Unmount Media
3. Select SD Card or Flash Drive.
4. Remove the SD card or Flash Drive

## Using the Keyboard

The on-screen keyboard appears automatically anytime you need to type. Use the keyboard to enter text, such as contact names and IP addresses.

It is recommended that you can attach a physical keyboard and mouse to the UC360. The UC360 supports only one physical keyboard and mouse.

See “External Keyboard - Supported Keys” on page 87 for information on the keys supported.

# CHAPTER 3

## CONFERENCE APP



## Introduction

This chapter provides the following information on the Conference App:

- “Making a Conference Call” on page 18
- “Making a Consultation Call” on page 19
- “Answering an Incoming Call” on page 21
- “Placing a Conference Call on Hold” on page 23
- “Placing a Consultation Call on Hold” on page 24
- “Switching Between Calls” on page 25
- “Muting a Conference Call” on page 25
- “Ending a Conference Call” on page 26
- “Ending a Consultation Call” on page 26
- “Cleaning Up after a Conference Call” on page 27

See “Desktop Apps” on page 37 and “Contacts App” on page 31 to learn more about these applications.

## Emergency Calls

### **Warning for emergency number dialing**

Consult your local authorities for Emergency Numbers and 911 or equivalent service availability in your area.

### *To make an Emergency Call:*

- Dial your Local Emergency Number (911 or equivalent).

You may need to dial "8" or "9" or some other digit first. Contact your administrator for more information.

## Making a Conference Call

The version of the UC360 that you have determines the type of conference call you can make. You may want to prepare desktop sharing before your call.

Audio with In-Room Presentation	See “About Displaying and Sharing Presentations” on page 39
Video with Remote Collaboration	See “Sharing Presentations” on page 40 See “About Displaying and Sharing Presentations” on page 39



**Note:** Only a single bridge is supported in a conference call.

*To make an audio or video conference call:*

- Tap a phone



The Contacts app is displayed. (See “Contacts App” on page 31.)

- Select a caller from the Contacts list and tap the number to call
- Or you can use the Dial Pad tab to make the call

The call is made. (If the party is video-enabled, a video connection is established.)

- Tap another phone to add a 2nd or 3rd party.



**Tip:** You can put the connected party on hold first, so they don't hear ringback and the initial “hello” when you make the 2nd or 3rd call.

You can have a maximum of 3 callers in the conference, plus yourself. You can make or receive a fourth call, outside of the existing conference, but you cannot add this call to the conference. See “Making a Consultation Call” on page 19.



## Making a Consultation Call

In addition to a conference call, the UC360 supports a separate independent call with one remote party. This is referred to as a consultation call.

- Consultation calls are audio only. They cannot be video enabled.
- There can be a maximum of one consultation call at a time, though up to two more consultation calls can be queued, depending on the number of available conference positions open.

*To make a consultation call:*

**Note:** There must already be an active conference call.

1. Tap the Saucer icon 



The Contacts app is displayed. (See “Contacts App” on page 31.)

2. Select the contact and make the call.

When you are connected to the consultation call, the call fly-out bar is expanded to show more information. The conference call and rest of the Conference App background is blurred and the controls in the Conference App are not available as you can see in the diagram on the next page.

When you switch back to the conference call again, the saucer icon will go back to its contracted position after a few seconds. (See “Switching Between Calls” on page 25.)

## Saucer Icon

You make a consultation call by pressing the Saucer icon. It is the icon in the lower left of the Conference App main window. It is hidden until a call is made. In the example below, one call has already been made, so the Saucer icon is visible and contracted.



When you receive an incoming call, the call appears on the call fly-out bar.










Everything in the background of the Conference App is blurred and you can use only the controls on the call fly-out bar. See “Answering an Incoming Call” on page 21 to learn how to use the various icons on the call fly-out bar.

## Answering an Incoming Call


When a call comes into the UC360, you will hear ringing and see six blue LEDs light up in the light ring in a clockwise rotating pattern. An incoming call always appears on the call fly-out bar. Incoming callers cannot call directly into a conference.

The first incoming call must be added directly to the conference. Your camera automatically turns on once you receive a call. You must turn your camera off if you don't want to send your video.



Action	Press ...
Add the first incoming call to the conference or add queued calls to a conference	 or hold and drag it to 
Answer the incoming call as a consultation call and talk to the caller	
Reject an incoming call	
Put a consultation call on hold or retrieve an existing held call. The button acts as a toggle button.	
Use DTMF tones when necessary	
End a call <b>Note:</b> A convention in the Conference App is that a vertical handset means initiate a call; a horizontal handset means end a call.	


### About Incoming Calls

- The background darkens to draw attention to the incoming call in the foreground. You can still control the conference call.
- The center of the Consultation icon shows the caller's photo, if available, and a plus sign if there is room to add a caller to the conference.
- To answer the first call, you must use the saucer icon . This action moves the caller directly to the conference.
- The UC360 can have a maximum of two queued calls based on the available conference positions open and one consultation call. Another incoming call will be rejected.
- Various buttons are visible during a call as explained in "Answering an Incoming Call" on page 21.

## Placing a Conference Call on Hold

Hold allows you to put individual participants on hold in a conference. While participants are on hold, they can still talk to other participants in the conference.

### *To put an individual caller on hold:*

- Tap Hold  on the conference avatar for the individual participant

When a conference participant is put on hold, the ring around the photo flashes red.

In a video call, video is blocked in both directions. A static place holder image is displayed in their rectangle on your HDMI device.



Your outbound video stream is blocked and the on-hold participant no longer sees video from you.

### *To retrieve the held call:*

- Tap  again to retrieve the call

The  Hold button toggles between Hold and Retrieve.

### *To put the entire conference on hold:*

- Tap  for each participant

You cannot put the entire conference on hold with one single action.

See “Conference Call Avatar” on page 29 for more information.

## Placing a Consultation Call on Hold



### *To put a consultation caller on hold:*


- Tap Hold  on the call fly-out bar

When a consultation participant is put on hold, the ring around the photo flashes. You are re-connected to your conference call, if one exists.

### *To retrieve the held call:*

After a short period of time, the call fly-out bar shrinks back to its contracted position on the left and continues to flash while on hold.

- If necessary, press  first to expand the call fly-out bar
- Tap  to retrieve the call

The  Hold button toggles between Hold and Retrieve.

## Switching Between Calls

You can switch between your conference call and a consultation call.

*To switch between the conference call and a consultation call:*

- Tap the Consultation icon



You are connected to the caller. The conference participants are still connected to each other and can see each other, if video-enabled.


- To go back to the conference, touch anywhere outside the call fly-out bar.

You can also put the consultation call on hold, add it to the conference, or end the call if you have not reached the maximum 3 outside callers.

## Muting a Conference Call

During a conference call, you may wish to mute your UC360's microphone.

*To mute a call:*

- Press the Mute  key

Any conference call and/or consultation call is muted.


The Mute key turns off the UC360 microphone, so users cannot hear you. The speaker is still connected. In a video call, remote participants can still see video.

*To unmute a call:*


- Press Mute  again

## Ending a Conference Call

*To end the entire conference call:*

- Press End Conference  on the toolbar
- Press **Yes** when prompted by the dialog "Terminate conference call including parties on hold?"

*To end a call with a single participant:*

- Press the End Button of that participant 




## Ending a Consultation Call

- Press the End Button  on the call fly-out bar



## Cleaning Up after a Conference Call

Use the Clean-up feature to remove any traces of activities performed during the conference call. This action preserves privacy and return the UC360 user interface to a clean default state.

1. Press Clean-up 
2. Press **Yes** when prompted by the dialog "Would you like to delete this history of this session?"

The Clean up action does the following:

- restores volume level defaults for voice
- restores screen backlight brightness to its default value
- stops application sharing
- logs out of the RDP application session
- clears Picsel SmartOffice recent documents, closed and open document (unsaved changes are discarded)
- unlinks Google Docs and Dropbox accounts in Picsel SmartOffice
- clears any states in the Contacts App
- turns off the camera on the HDMI device

## Additional Information You May Need to Know

The following sections provide additional information on various features of the Conference Application.

### Audio Calls

- A UC360 conference call consists of a four-way audio call in which the UC360 conference room and up to three remote parties can hear each other. The UC360 unit's audio devices consist of the hands-free speaker and 16 built-in beam forming microphones.
- A conference call always starts off with a single remote party. The UC360 user adds remote parties one at a time. Individual parties can be added to and removed from a conference call at any time with a limit of three remote parties.
- An incoming caller cannot call directly into the UC360 conference call. The incoming call arrives as a consultation call and must be added to the conference by the UC360 user.
- The audio output from UC360 calls is always to the UC360 built-in hands-free speaker. The HDMI device's speakers are not used.
- The volume on the HDMI monitor should be muted or turned to its lowest setting.
- The UC360 generates audible tones to all conferenced parties whenever a user enters or leaves the call.

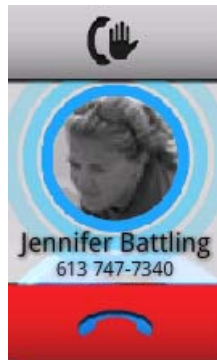
### Video Calls

The Video option includes all the features of Audio, plus the following:

- With the **Video and Remote Collaboration** option, conference calls can be video-enabled. Simultaneous two-way video streams are established with each remote party that is video capable. Video capable means the remote party can display a video signal from the UC360 and is optionally camera-equipped.
- Parties added to a conference call start off with video connections if they are capable. Otherwise they are audio only.
- Each remote party receives a composite image consisting of the UC360-attached video camera, their own camera, and the other conference parties. The UC360-attached HDMI device displays this same composite image.
- In a two-party video call, the user cannot see UC360's local camera on the HDMI display.
- It is possible that for certain remote parties, the video connection could be uni-directional. This would happen for instance if either UC360 or the remote party was not camera-equipped.
- For details on how video conferencing interacts with the Remote Desktop App, see "Basic Rules on How Presentation Sharing Works" on page 47.

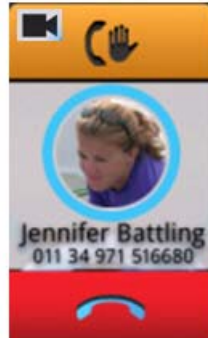
## Conference Call Avatar

Once a number is dialed, the conference party avatar enter the dialing state as illustrated below.



- The animated blue rings around the photo indicate the dialing state.
- The remote party's name and number are displayed.
- If a photo of the called party is available from the contacts database, it is displayed. Otherwise, a grey background with an outline appears in place of the photo. If the contact's name is available from the contacts database, it is displayed.
- If the contact's name is unknown, "Unknown" is displayed.

When the called party answers, the conference avatar changes.



- The upper button -- hold/retrieve is now enabled.
- A video camera indicates that the remote party is video-enabled.
- The End button is available. If End is pressed, the call is terminated and the conference call state returns to idle.
- Notice that the icon in the End button is a horizontal handset. A convention in the Conference App is that a vertical handset means initiate a call; a horizontal handset means end a call



# CHAPTER 4

## CONTACTS APP

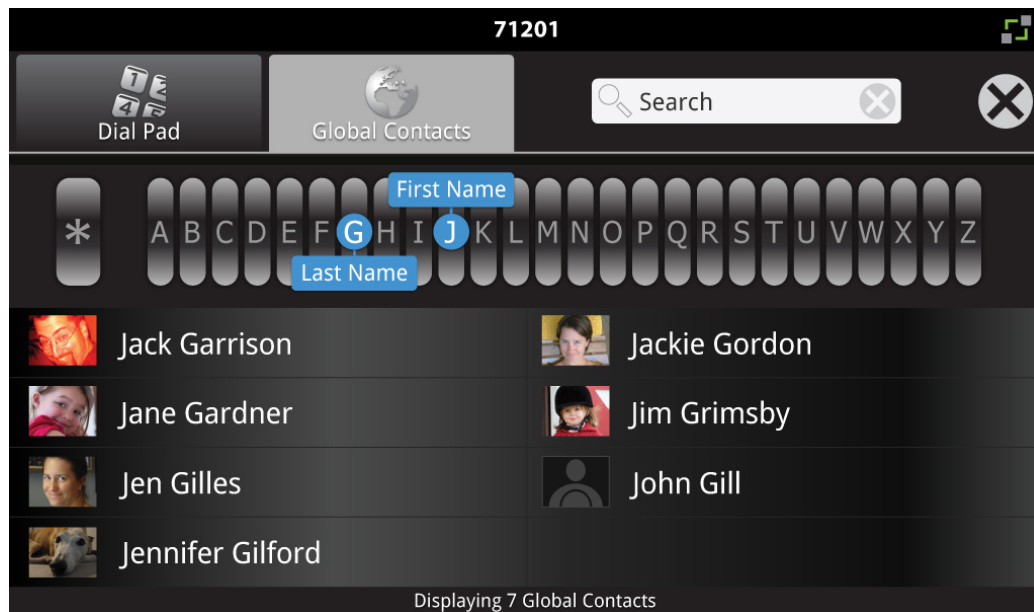


## About Contacts





Contacts lets you easily access and search contacts in the corporate directory. The Contacts app automatically displays when you start a call.

- Tap a phone

The Contacts App is displayed.

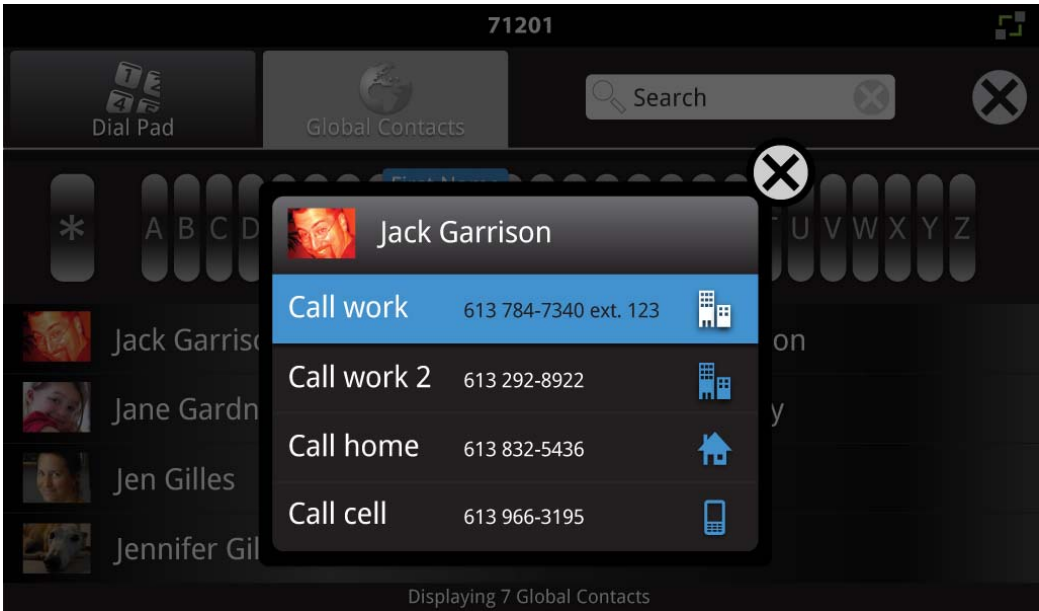



## Finding Contacts

Task	Action
Navigate by first name	Drag <b>First Name</b> to the desired letter or tap the space above the desired letter Drag Last Name to 
Navigate by last name	Drag <b>Last Name</b> to the desired letter or tap the space below the desired letter Drag First Name to 
Navigate by first/last name	Drag <b>First Name</b> to desired letter or tap the space above the desired letter Drag <b>Last Name</b> to the desired letter or tap the space below the desired letter
Search all contacts	Press  Flick through contacts
Close Contacts app	Tap the <b>X</b> in top menu or press the back  key

# Calling a Contact

Once you tap a contact name, the following screen pops up.



Task	Action
Call the contact	Tap the number to call. Several may be listed: cell, work, home, pager.
Go back to Contacts list	Press the back key  or tap X on the pop-up window
Close Contacts app	Press X in top menu




## Searching for a Contact

You can search first and last names in your Contacts.

- Tap the search field.
- Enter search criteria using the on-screen keyboard or external USB keyboard

Names only match at the start of the word. You can enter a subset of the first and last name, and it will find all matches for that pattern, for example, David Smith, type "da sm" or "sm da".



Task	Action
Search on first name	Type letters of first name
Search on last name	Type letters of last name
Edit search criteria	Tap search box and the on-screen keyboard returns (or press the clear button)
To exit search mode	Press the back key 

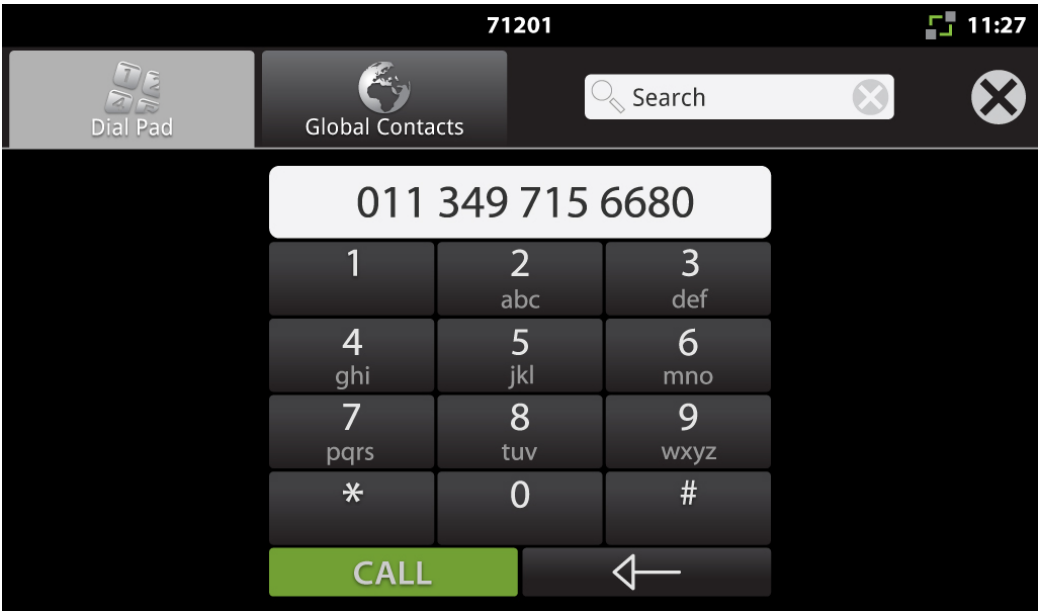
# Using the Dial Pad




You can use the dial pad to call a number.

- Tap



The following screen is displayed.



Task	Action
Enter a number	Type the number on the dial pad
Call the number	Tap  on the dial pad (Some dial plans do not require this.)
Edit the number	Press 
To exit dial pad	Press X in the top menu or press the back hard key 

# CHAPTER 5

## DESKTOP APPS



## About Displaying and Sharing Presentations

You can display and share presentations using several methods:


- Remote RDP — log onto your desktop and pull up the presentation using a mouse and keyboard.
- USB or Micro SD Flash drive — put your presentation on a micro SD card or USB stick and plug it into the UC360 micro SD card slot or USB slot on the side of the UC360. Use the built-in Picsel® SmartOffice™ Suite to open up the presentation.

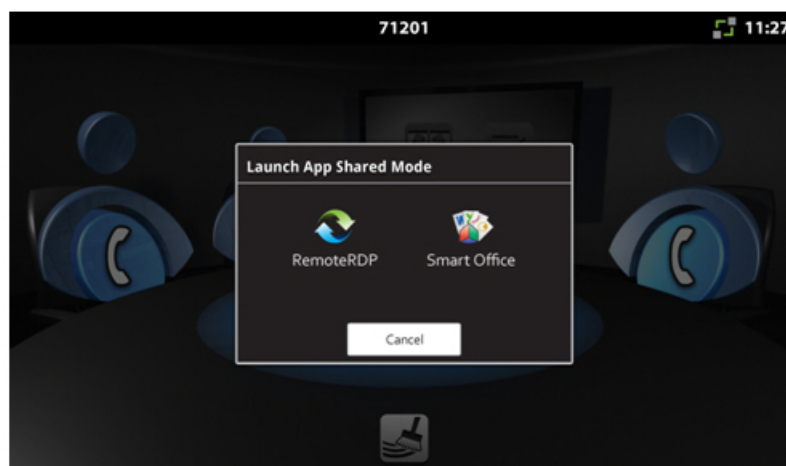
## Launching Shared or Non-Shared Applications

An application can be either **shared** or **non-shared**.

A shared application is displayed on the conference room HDMI device and is sent to remote conference parties via video streams. In this scenario, the remote parties no longer see participant video images.

A non-shared application appears only on the UC360 LCD screen.

When you tap  on the UC360 screen, the following screen is displayed for Shared Mode:



For more details, see “Using Remote RDP” on page 42 and “Using SmartOffice” on page 45.

## Sharing Presentations


In a conference call, you can share a presentation in the room on the HDMI monitor and with the remote participants (if they are video-enabled).

Before your conference call, turn on the camera and adjust it. This option is only available with Video with Remote Collaboration variant of the UC360.

**If you are using Windows 7, do the following:**


1. Go to Control Panel --> System and Security --> System --> Remote Settings
2. Select option "Allow connections from computers running any version of Remote Desktop (less secure)".

### To adjust the camera

- Before a video conference call, tap the Camera icon  on the touch screen.

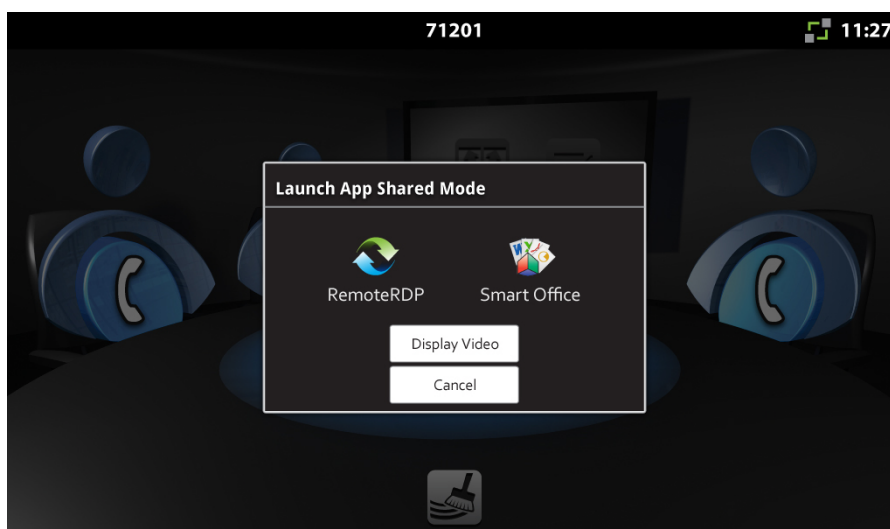
You will see yourself on the screen. Check that the camera is positioned at the optimum angle to encompass the best view of the room.

### To display your presentation


- Tap  on the UC360 screen










The Launch App Shared Mode screen is displayed.



You have the option of “Using Remote RDP” on page 42 or “Using SmartOffice” on page 45. See either of these topics for more information.

Once your presentation is displayed, you have the option of toggling between your presentation/application and video. As well, your application can be interrupted by the following: an incoming call, when you make a call, or add a consultation call to the conference. Simply press  to return to your application.

### Tips on Presentation Sharing and Video

Task	Press ...
Navigate on your desktop	Use the external mouse and keyboard or the UC360 touch screen
Switch from presentation sharing to video	Press Home  and then tap  on the touch screen
Switch from video to presentation sharing	Tap  on the touch screen
End Sharing Session	Press flashing  on the touch screen or press Clean-up  to erase the history of the session
Preview or Send Your Camera	Tap 
Turn off Your Camera	Tap 

## Using Remote RDP

RDP stands for Remote Desktop Protocol. It is a proprietary protocol developed by Microsoft®, that provides a graphical interface to your computer.

Remote (RDP) lets you access a Windows session on your PC or laptop remotely and see the files, programs, and resources exactly as you would if you were sitting at your desk, while you are using the UC360.

With RDP, you can display your desktop locally to people in the room with you, or you can share your desktop with remote participants.



**Tip:** Before you use Remote Desktop, do the following:

- Set up your computer to use Remote Desktop. See “Setting Up Your Computer to Use Remote Desktop” on page 42 or see Windows help for instructions.
- Have the name of your computer handy
- Make sure your computer is turned on

If you use Remote Desktop on a regular basis, your administrator can preset your UC360 to connect automatically when you use RDP. You will be prompted for your password. See “RDP Settings” on page 64 for more information.

### Setting Up Your Computer to Use Remote Desktop

To find the full FQDN (hostname and domain) of your desktop PC or Laptop, follow the steps below.

This example assumes that Windows 7 installed on the PC.

1. Under the Control Panel, proceed to System.

On the page that is displayed, you will see a section labeled Computer name, Domain, and Workgroup settings.

2. Under this section, there will be an entry called **Full computer name**. Beside this entry will be the FQDN for your PC (for example: PC123456.mitel.com).
3. Write this down so that it is available when you set RDP to access your PC from the UC360.

To allow your PC to share information you must:

1. Go to Control Panel in your PC and select System.
2. On the left hand side, select Remote Settings.
3. In the subsequent window, select the appropriate Remote Desktop Settings. For the UC360, select **Allow connections from computers running any version of Remote Desktop**.



## Launching Your RDP Session

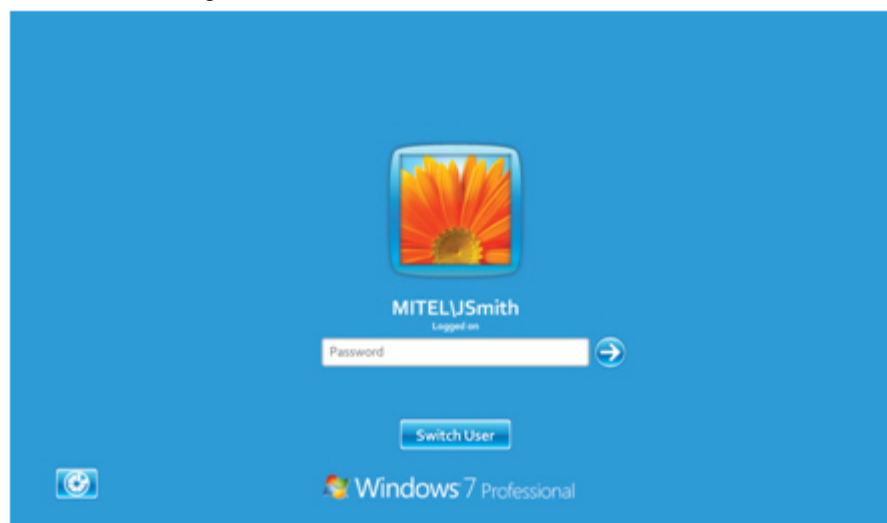
When you tap the RDP icon on the Launch screen, the following screen is displayed:

- Enter the hostname or IP Address of your computer in the first text box and press **Connect**. If using a PC name, ensure that you add the domain name after the name, for example, mycomputer.mitel.com.

OR

- If your computer's IP Address has been preset by your administrator, press **Connect** for the **Preset Remote Computer**.

Your Windows login screen is shown.




- Enter your password using the on-screen keyboard or the external keyboard and mouse. You will be connected to your desktop.
- Navigate to the application that you want to share with your conference participants.



**Note:** When you are in a video call, you will no longer see your video participants. The desktop pre-empt any video images. They also cannot see you.

## Pre-Saved Remote Computer

To make remote desktop access easier to use, you can save your computer's IP address/host name to a USB flash drive.

1. Insert a flash drive into the UC360.
2. Tap  on the UC360 screen
3. Press the RDP icon on the Launch App Shared Mode screen.
4. Enter your computer's IP address or hostname in the top text box of the RDP screen and press **Save and Connect**.

Your computer's hostname/IP address is saved in a file called *uc360RDPID* on your flash drive.

You can now plug your flash drive into any UC360 and will recognizes the file. You will see your hostname/IP address appear in the third section of the screen above, **Pre-Saved Remote Computer**. Press **Connect** to access your computer.

If you open the RDP screen before inserting the your flash drive, press the **Refresh** button to check for any newly-inserted flash drive.

To overwrite the host, enter the new hostname in the top section and press **Save & Connect**. A dialog box will ask you to confirm overwriting of the old hostname.

## Using SmartOffice

Picsele® SmartOffice™ suite provides access to MS Office applications, including PDF and Microsoft 97-2010 Word, Excel and Power Point file formats. You can use SmartOffice to access any of your presentations on a USB flash drive or SD card, as well as access to the Dropbox™ and Google® Docs.



### Launching SmartOffice

You can launch SmartOffice in a variety of ways, depending on your use:

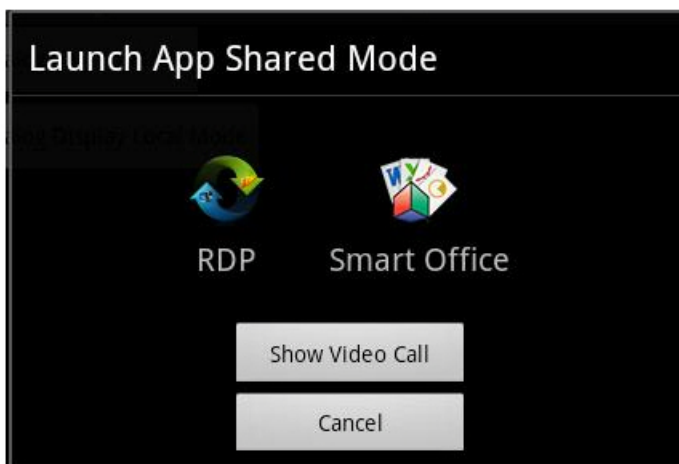
#### Non-shared Use

- Press  to display the Menu bar, then press **App** 

#### Shared Use

- Tap  on the UC360 screen
- Or press Menu, then **Share App** 

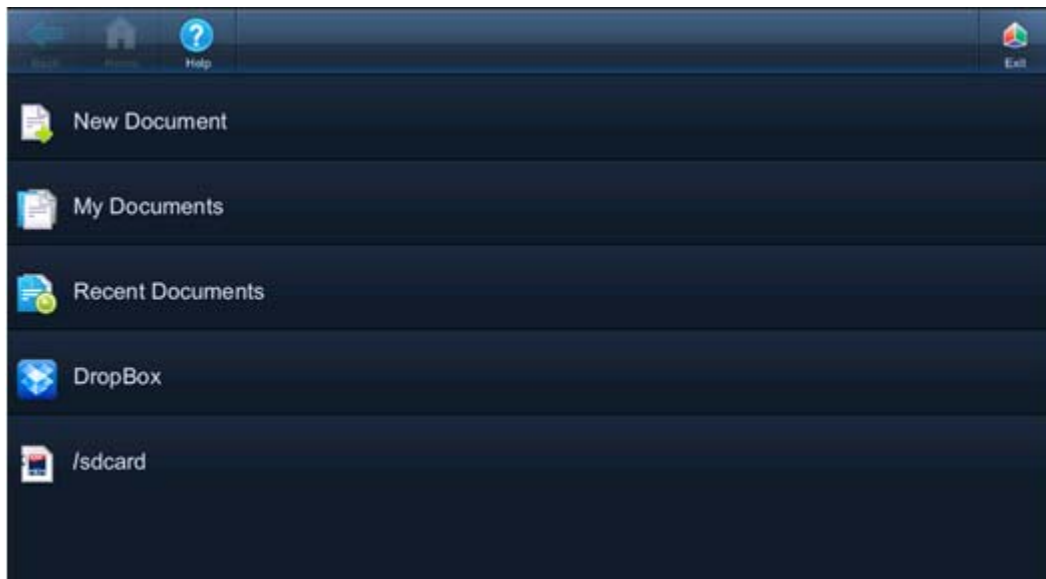
The Launch App Shared Mode or Non-Shared Mode screen is displayed.



Once you select SmartOffice, you will see the following splash screen



Next, you will see a screen, similar to the one below, allowing you to use the SmartOffice browser to navigate to the document and application you need to use:



### Accessing Help on SmartOffice

Click on the Help icon in the top menu bar to launch the Help document for full details on using the particular user interface for the application you are using in the SmartOffice.

## Basic Rules on How Presentation Sharing Works

- You can share any application. Sharing means displaying the app on the UC360 primary screen, and on the HDMI device and transmitting it via video stream to all remote conference call participants who are video capable. (This is available on Video and Remote Collab variant only.)
- Once you share your desktop/app, video images of participants are no longer available.
- The audio output from applications running on the UC360, whether shared or not, is always played to the UC360 built-in handsfree speaker. The HDMI device speakers are not used for playing media. Ensure the volume is muted or turned down to its lowest level.
- You can use the external mouse and keyboard or the touch screen on the UC360 to navigate the application, for example, a Power Point presentation.
- While your desktop/application is displayed on the in-room HDMI display, it is **mirrored** to the participants.
- If a call comes in, or you press Home or Back button, the last image is captured as a freeze frame and is displayed on the in-room HDMI device as well as to the remote participants. The application is no longer interactive. It is in the **freeze** state.
- You can resume the desktop/application by pressing the Share Application icon; your desktop resumes interactive mirroring.
- The Home or the Back button is the normal way to freeze the shared application and return to the Conference App. This allows you to perform other activities on the UC360 while your desktop is frozen.



# CHAPTER 6

## UC360 CONFIGURATION





## Introduction



This chapter describes the following:

- how to launch **Settings** and configure advanced settings for the UC360 - see “Launching Settings” on page 51
- how to configure MCD settings for the UC360 - “MCD Programming for the UC360” on page 76

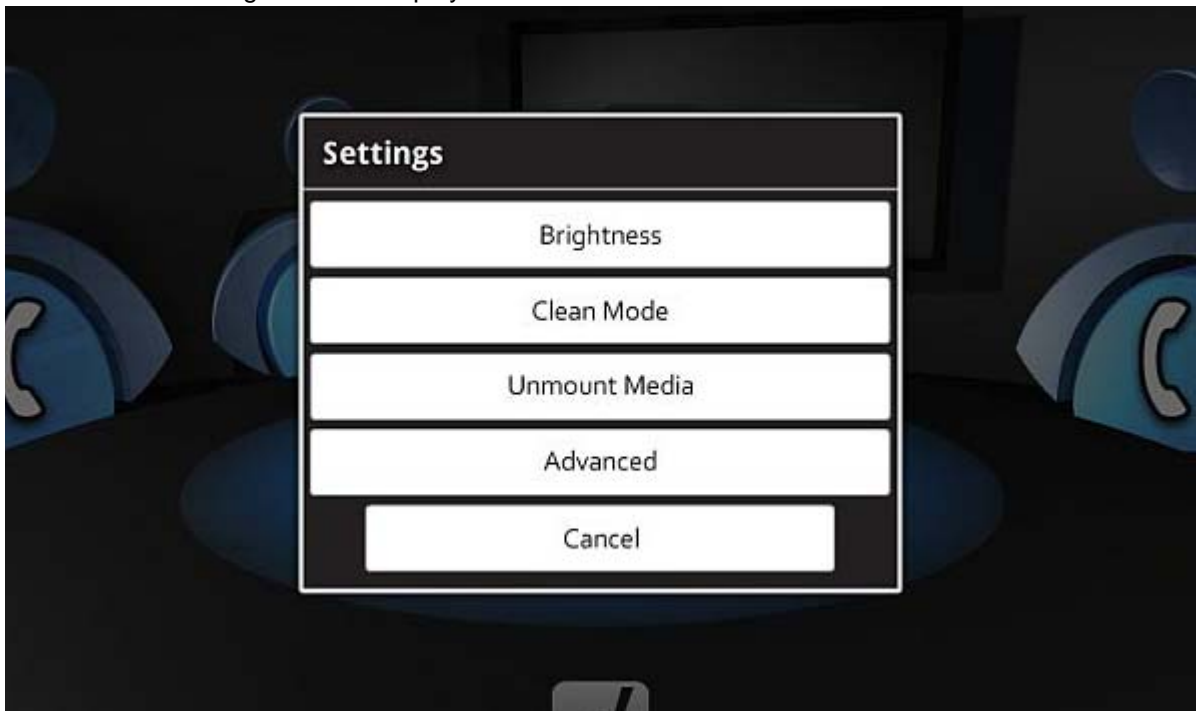
Refer to the following documents for more information:

- *UC360 Installation Guide* for instructions on physically connecting the UC360 Collaboration Point
- *UC360 Engineering Guidelines* for information on various configuration settings

## Launching Settings

1. Press  to display the Menu bar
2. Press Settings 

The following screen is displayed:



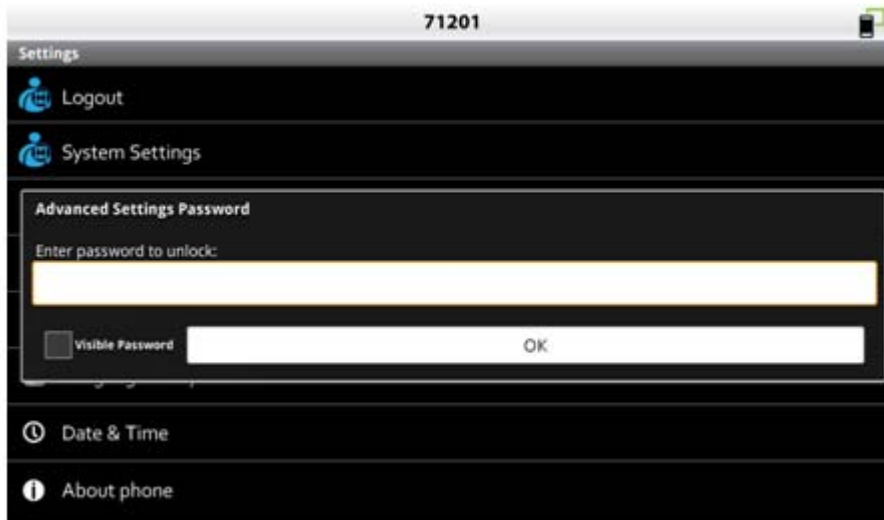
See “Adjusting Brightness” on page 13, “Using Clean Mode” on page 13, and “Unmounting Media” on page 13 in the section Customizing the UC360.

For Advanced settings, see “Advanced Settings” on page 52 on the next page.

## Advanced Settings

1. From the Settings menu, press Advanced.

The following screen is displayed.



2. Enter the password. The default password is "admin". It is highly recommended that you use a different password.
3. Press **OK**

The Advanced Settings screen is displayed.



You have the following choices:

- Logout
- System Settings
- Display (see “Screen Saver” on page 74)
- Applications
- Storage
- Language & Keyboard (see “Language Support” on page 75)
- Date and Time
- About phone


If you forget the password, you can hold down the Back key for 5 seconds. This will launch a Mitel customized Factory Data Reset window which requires confirmation before resetting the phone to factory data defaults. See “Factory Reset” on page 73.

You may cancel out of the Factory Data Reset at this screen in the standard way by using the Back key. Reset to factory defaults allows the administrator access to the unit using the default password. Once reset, the software load reverts to the factory load, and the UC360’s site-specific settings will need to be reconfigured.




**Note:** Do not change the Date and Time while in a call. This may cause the UC360 to reboot.

## Configure System Settings

1. Press Settings 
2. Press Advanced
3. Press System Settings

You can set/adjust the following settings:

- SIP Settings
- Network Settings
- LDAP/AD Settings
- Dial Plan Settings
- RDP Settings
- History
- Advanced Settings Password
- Camera Settings
- Country Variant
- Backup Import/Export
- Upgrade System S/W
- Debug Settings
- Reboot
- Factory Reset

You can press the HOME key  or the Back key twice to quit out of **Settings** and return to Conference app.

## SIP Settings

### Prerequisites

- Before configuring SIP settings, ensure that MCD programming is completed. See “MCD Programming for the UC360” on page 76.
- Obtain the SIP Server address name, User Name, and Login Name from the User and Device Configuration form.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press SIP Settings

See the information below for the parameters to configure. For a list of all the settings and their default options, see the *UC360 Engineering Guidelines*.

### Account

Under **Account**, set the following parameters:

- SIP Server Address — the IP address (IPv4) or the FQDN format address of the SIP server.
- Username — the SIP user's ID. It is the DN (extension number) assigned on the SIP server.
- Display Name — the displayable caller name, e.g. John Brown.

If Mitel Border Gateway (MBG) is part of the MCD setup, the parameters need to be set as follows:

- SIP Server Address — the MBG server address
- Username — the SIP users's ID (programmed in MBG)
- Login Name — the DN

**Note:** For correct operation with the UC360, the MBG must be running a minimum of MBG 7.1 SP1 software.

### Authentication

Under **Authentication**, set the login name and password.

### Transport

Under Transport, enable or disable the following setting:

- UDP — the UC360 should be configured for UDP.
- TCP/IP — Not applicable

### Media

Under **Media**, set the following parameters:

- Audio CODEC List — specify the preferred order for audio CODEC usage. Refer to the section on CODECs and bandwidth in the *UC360 Engineering Guidelines* for more information.
  - If G.729a has been enabled, and you then enable and disable H.264, the G729a setting is still preserved even though it does not display in the Audio codec list.
- Video CODEC List — specify the preferred order for video CODEC usage.
  - The UC360 must be reset if the H.264 video codec is not enabled, and has been enabled for the first time.
  - G.729 is disabled and not available from the **System Settings -> SIP Settings -> Audio codec** list menu for the Remote Collaboration/Video Appliance variant of the UC360. This ensures the best audio quality.
  - If G729 is required, an administrator can enable it manually.
- Packet Time — set the preferred packet time from 20 ms to 100 ms in 10 ms increments. A packet time of 20 ms is recommended. **Note:** Certain CODECS may only operate in 20 ms increments.
- DTMF Mode — the UC360 sends DTMF signaling both in-band and out of band.
- DTMF Payload — set the In-Band payload number to a value between 96 and 127. 101 is the default value. It is recommended to leave this at the default value. For third party SIP servers, consult the vendor's documentation as to how to set the DTMF Payload value.

### Registration Time Out

This is the SIP registration time out value in seconds. It is recommended to leave this at the factory default setting of 3600 seconds.

### Proxy Server Address

This is the SIP Proxy server IP address (IPv4).

### Keep Alive Interval

This is the SIP keep-alive interval in seconds. It is recommended to leave this at the factory default setting of 0, which is disabled.

If the UC360 is used as a Teleworker set, then input the Keep Alive Interval required by MBG.

## Network Settings

If installing the UC360 with a 3300/MCD, it may be easier to use static VLAN and QoS values by manually entering the information into the UC360 Network Settings menu rather than obtaining parameters via DHCP or other methods.

However, if you choose to have a DHCP server provide these values to the UC360, it should be noted that the 3300/MCD DHCP server may not support a field for defining L2 and L3 QoS values for Multimedia Conferencing. In this case, the L2 and L3 QoS values for Multimedia Conferencing will need to be statically programmed.

See the *UC360 Engineering Guidelines* for details on the various network settings.

**Note:** The UC360 does not support the Windows 2000 server.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Network Settings

The following options are available as listed below.

### View Current

All the items below are initially retrieved from the DHCP, except the MAC address. Some of these options may be overridden by the Static settings.

### Modify Static

Modify these values based on your network requirements.

### 802.x Protocol

802.1X Settings can be set as required or left blank.

### Hardware


No changes required.

### Tools and Features

No changes required.

## LDAP/AD Settings

For corporate directory access, the UC360 will use LDAP. You can configure the LDAP Server Settings, LDAP Server updates, and the LDAP Translations Plan.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press LDAP/AD Settings

### LDAP Server Settings

You can enter the following information below in order to login and retrieve the corporate directory list:

1. Select LDAP Server Settings
2. Enter the following information:
  - Directory Server IP Address or Host Name
  - LDAP Search Directory (see “LDAP Search Directory” on page 59)
  - Communication Security Type (None/SSL/StartTLS )
  - User Login
  - User Password

**Note:** If the administrator needs to change the LDAP username or password, and the UC360 Contacts database is already populated, they do need to clear the previous data. The UC360 automatically clears the data and loads the Contacts using the new credentials.

#### *Enable/Disable Use Pictures*

- The **Use Pictures** option turns on/off pictures displayed in the Contacts application. This is to support situations where the global contacts database does not have any profile pictures.

#### *Enable/Disable Connect to MBG*

- There is a connection between the UC360 and the Active Directory via the MBG server for Mitel security purposes.
  - Select the **Connect to MBG** option to connect to the MBG server.
  - The MBG server IP address must be programmed.



## LDAP Search Directory

The LDAP Search directory field can be programmed using LDAP attributes to search for the specific directories or using wildcard \* to search for all directories. See the examples below.

- Search for the list in directory **UC360 Users** - Use ou=UC360 Users
- Search for the list in directory **NA -> Users Accounts** - Use ou=User Accounts,ou=NA
- Search for the list in all directories - Use \*



The screenshot shows the 'Mitel LDAP Server Settings' configuration window. The fields are as follows:

- Directory Server IP address:** 10.37.18.252
- Communication Security Type:** None
- LDAP Search Directory:** ou=UC360 Users
- User Login:** administrator
- User Password:** (masked with dots)
- Use Pictures:** ☒
- Connect to MBG:** ☐

At the bottom are 'Save' and 'Cancel' buttons.

### LDAP Translations Plan

The translation plan appends dialing prefixes to phone numbers that are contained in the LDAP/AD directory so that they can be directly dialed on the connected phone system.

1. Press LDAP/AD Settings
2. Press LDAP Translations Plan
3. Enter the rules for the LDAP Translations Plan

The translation plan supports up to 5 different dialing prefixes for phone numbers listed in the Contacts (LDAP/AD) directory.

Each prefix has one or more rules when matched causes the prefix digits to be dialed before the phone number in the Contacts directory.

If there aren't any matches to the rules, no prefix digits are dialed.

#### *Writing rules*

- To match a specific digit or \* or # enter it directly.
- To match any digit or \* or # enter an X or x.
- To add additional rules for the same prefix separate with a semicolon. For example, 10 digit numbers starting with area codes 613 and 343 match with the rule  
613XXXXXXX;343XXXXXXX

Some examples are shown below.

- 4 digit extension dialing with a 7 prefix
- 613 area code number of 10 digits dialing with a 9 prefix
- long distance dialing with 10 digit dialing with a 91 prefix
- long distance 1+10 digits dialing with a 9 prefix
- three digit extensions starting with 1XX, 2XX, 3XX dialing with a 70 prefix

Rule	Prefix
Rule 1	Prefix
XXXX	7
Rule 2	Prefix
613XXXXXXXXXX	9
Rule 3	Prefix
XXXXXXXXXX	91
Rule 4	Prefix
1XXXXXXXXXX	9
Rule 5	Prefix
1XX;2XX;3XX	70

Save Cancel

## LDAP Server Updates

This option allows the UC360 to get contacts list updates from Active Directory. You have the following choices to get the updates.

### *Get updates now*

- From the LDAP Server Updates menu, press **Get updates now**.

The Contacts list will be updated right away.

### *Schedule updates*


- From LDAP Server Updates menu, press **Schedule updates**.

This allows you to schedule the date/time for getting updates automatically from Active Directory.

Use the Clear button to clear out the current settings in order to schedule a new date and time.

## Dial Plan

The Dial Plan settings feature speed Dial Pad dialing by initiating a call as soon as the entered number matches one of the administrator-specified rules. When no rules match, pressing the Call button starts the call.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Dialing Plan
5. Enter the rules for the various dialing plans

The dial plan settings supports up to 5 lines of rules that when matched initiates the call.

### Writing rules

- To match a specific digit or \* or # enter it directly.
- To match any digit or \* or # enter an X or x.
- To add additional rules on the same line separate with a semicolon. For example, 10 digit numbers starting with area codes 613 and 343 match with the rule  
613XXXXXXXX;343XXXXXXXX

### Dial plan notes

- Use care when designing a dial plan and verify the rules work as intended.
- Use rules without leading digits very carefully. A rule such as XXXX will prevent the phone from dialing any phone number longer than 4 digits since any 4 digit number will match.
- Useful to add rules like 911 emergency, 0 operator.

Dial plan example:

To support 3 digit extensions from 000-899 as well as trunk calls to area code 613 and 343 with a 9 prefix create your dial plan as follows:

Rule1 -> extensions 0000-8999

0XX;1XX;2XX;3XX;4XX;5XX;6XX;7XX;8XX

Rule 2 -> 1+10 digits dialing

91XXXXXXXXXX

Rule 3 -> 10 digit local dialing area code 613 and 343

9613XXXXXXXX;9343XXXXXXXX



**Note:** The Dialing Plan does not restrict dialing, but facilitates dialing by eliminating the wait for the inter-digit time-out.

Mitel Dial Plan Settings

Rule 1

0XX;1XX;2XX;3XX;4XX;5XX;6XX;7XX;8XX

Rule 2

91XXXXXXXXXX

Rule 3

9613XXXXXXXX;9343XXXXXXXX


Rule 4

Rule 5

Save Cancel

## RDP Settings


The RDP Settings allow you to set a Preset Remote Computer for UC360. This allows the user to press a Connect button and open the RDP session for the Preset computer.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Select RDP Settings
5. Enter the computer's Hostname or IP Address
6. Press Close.

See “Sharing Presentations” on page 40 for more information.

## History

This History setting allows you to enable or disable the Clear History prompt. It is highly recommended that the Clear History prompt be enabled in conference rooms. The Clear History prompt is disabled by default.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Select History
5. Select Enable Clear History prompt


The Clear History action stops application sharing, logs the user off the RDP or Smart Office session, unmounts the USB drive or micro SD card, clears any states in the Conference Application, and turns off local video preview.

When Clear History is disabled, the UC360 does not prompt the user to clear the session history. Only the “Clean-up” icon will be available to manually clear the session history. This configuration is preferable for an executive office environment where the UC360 is not typically shared with other users.

When Clear History is enabled, the unit will prompt the user every time an action is completed (stop display of shared application or ending a conference call). This configuration is recommended for conference room environments where the UC360 is used by many people.

## Advanced Settings Password

You need to enter a password to access Advanced Settings.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Select Advanced Settings Password


A window opens allowing you to enter a new password.

5. Enter the new password.
6. Re-enter the password to confirm the password.
7. Select the option for Visible Password, if desired.
8. Press OK.

The password must be between 4-10 characters in length and is case sensitive. The default password is admin.



## Camera Settings

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Camera Settings

The Network camera has the following settings:

- Enabled - Allows the ethernet camera to be enabled or disabled.
- IP Address/Host Name
  - This is the IP address (IPv4) or host name of the ethernet camera. The IP address may have previously been manually programmed into the ethernet camera or the camera may have obtained the address from a DHCP server.
  - If a DNS server is being employed, then the ethernet camera can be addressed with the host name of the camera. The DNS server will perform the IP address lookup based on the host name.
  - If the camera is using DHCP, then use the camera manufacturer-provided utility to find the IP address.
- Username - Sets the username for access to the ethernet camera.
- Password - Sets the password for access to the ethernet camera

### Ethernet Camera Firmware

It is important to ensure that the ethernet cameras are running the correct versions of firmware.

The Axis cameras **MUST** run a specific version of firmware; see the Table below for the Required Firmware Revision.

The Sony cameras must run the minimum version of firmware shown in the Table below; however, the Sony cameras can be run with newer versions of firmware.

If you are using an Axis camera, depending on when you purchased the camera it may be necessary to reinstall the camera's firmware. It may require an upgrade or a downgrade to ensure that the Axis camera is running the exact revision of firmware shown. If necessary you can obtain a copy of the required firmware at Mitel On-Line.

Ethernet Camera	Required Firmware Revision, Release 1.0, SP1	Required Firmware Revision, Release 1.0	Minimum Firmware Revision
Axis: M1054	M1054_5_40_9_2.bin or newer	M1054_5_21.bin	Not applicable
Axis: M1104	M1104_5_40_9_2.bin or newer	Not supported	Not applicable
Sony - CH-110	Not applicable	Not applicable	1.73
Sony - CH-120	Not applicable	Not applicable	1.73

For the Axis camera, if you have upgraded from pre-5.40 firmware to 5.40.9.2 or newer, you must do the following:

- perform a factory restore on the camera and setup an ONVIF user for security
- add the username and password to the UC360 Camera Settings

### *Perform Factory Restore on Axis Camera*

1. Go to the Axis camera's IP address to access Camera Management.
2. Access the **Setup** Menu.
3. Go to **System Options -> Maintenance**.
4. Click **Restore**.

Wait a few minutes for the camera to reset. After the camera has rebooted, login again. Now you must add the ONVIF user

### *Create an ONVIF User in Axis*

1. Go to **System Options -> Security**
2. Click **ONVIF**.
3. Add a user: enter the username, password, and select Administrator as the User Group.

### *Add the Username and Password to UC360 Camera Settings*

1. Press Camera Settings
2. Add the username and password that you just created in ONVIF User Setup.

## Camera Security

The System Administrator may want to ensure that the camera cannot be controlled by unauthorized individuals and that video streams cannot be accessed by unauthorized individuals.

To secure the camera, the System Administrator should consult the camera vendor's documentation, in particular:

- There may be the ability to set 'root' passwords in order to control access to camera configuration parameters.
- There may be the ability to set HTTP and RTSP passwords.
- The camera may support an IP address filter or an access control list; both are mechanisms that control which IP addresses are allowed to connect with the camera.
- The camera may support the IEEE 802.1x authentication protocol.
- The administrator may want to disable the camera's NAT firewall traversal abilities.
- The administrator may want to disable anonymous viewer login capabilities.

See Ethernet Cameras in the *UC360 Engineering Guidelines* for more detailed information.

## Country Variant

The Country Variant option allows you to select a specific country or region in order to enable the progress tones for that country.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Country Variant
5. Select the country for which progress tone are required.


The UC360 can be configured to generate country-specific call progress tones. Tone plans for the following counties and/or regions are supported.

- Australia
- France
- Germany
- Italy
- Latin America (Argentina, Chile, Mexico)
- Netherlands
- New Zealand
- North America (Canada, USA)
- Portugal
- Spain
- UK

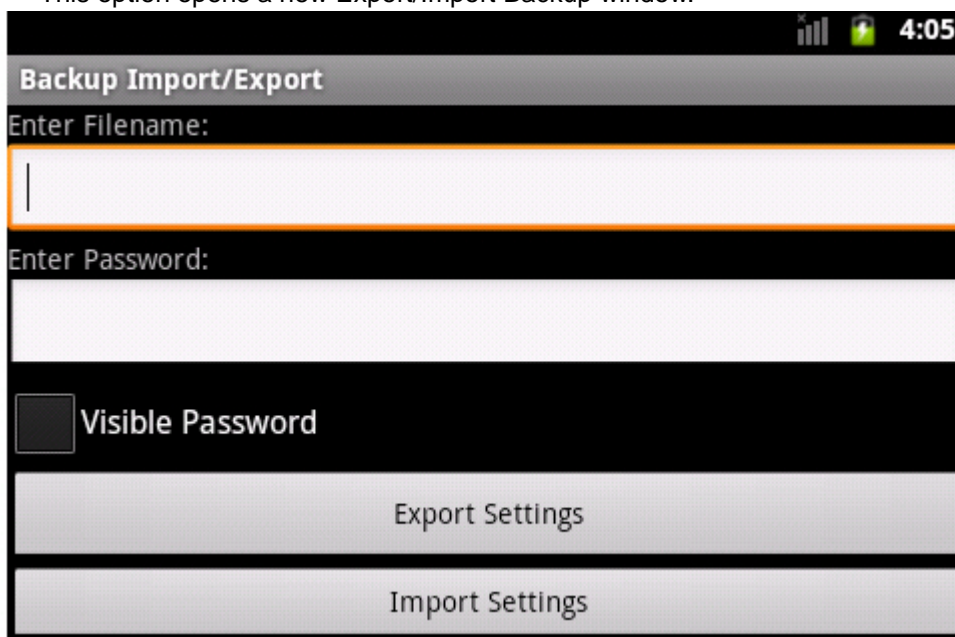
In some cases, the UC360 can be deployed in countries that are not included in the above list. In these cases, regional office personnel will be able to suggest the country selection that will provide the most suitable tone plan.

## Backup Import/Export

To use the Backup Import/Export setting:

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Backup Import/Export
5. Insert the SD card

This option opens a new Export/Import Backup window.



This window has two options:


- You can export/save a backup of the current settings to a file on the SD card.
- You can import/load an existing backup of settings from a file on the SD card.



**WARNING:MAKE SURE YOU UNMOUNT THE SD CARD BEFORE REMOVING IT.**


---

## Unmount SD Card

1. Press Settings 
2. Select Unmount Media
3. Select SD Card.
4. Remove the SD card

## Upgrade System Software

You have several options for upgrading the system software as new software loads from Mitel become available: SD Card or HTTP.

1. Press Settings  , then press Advanced
2. Press System Settings
3. Select Upgrade system S/W

### SD Card Upgrade

The SD card must contain the file named upgrade.xml and the upgrade file package, typically named update.zip, in the top-level folder. Mitel will supply these files with each new software load. The upgrade.xml file name will contain the new software load version.

1. Insert the SD card with the software upgrade
2. Select Upgrade system S/W now
3. Select SD Card

You will see a series of messages. This can take several minutes; the UC360 will power off and then on. The UC360 will reboot and load the new software.

4. Unmount the SD card (see “Unmount SD Card” on page 70)

**Note:** You can abort the software upgrade by pressing the Home  button.

### HTTP Server Upgrade

1. Select HTTP Server Address and enter the IP address of the HTTP server where new software loads are stored.
2. Select Upgrade system S/W now
3. Select HTTP


You will see a series of messages. This can take several minutes; the UC360 will power off and then on. The UC360 will reboot and load the new software.

### HTTP Server Upgrade via MAS/MBG

When the UC360 is programmed as a Teleworker device, use the following instructions to upgrade the UC360 software.

1. Login to the MAS server at the root level using an application that allows file transfers.
2. Copy the UC360 load and upgrade files to the /home/e-smith/files/ibays/Primary/html directory.
3. On the UC360, set the HTTP Upgrade IP address to the WAN-side IP setting of the MBG.
4. Perform a UC360 upgrade using the normal upgrade procedure.

### Debug Settings

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Press Debug Settings
5. Select Turn on/off debugging

A screen is displayed with several options. You have the option of turning on/off debug logs, selecting options on the level of logging, and copying logs to an SD card.

By default, debug logging is enabled. Warning is the default Logging Level and Kernel Messages are also enabled.

### Reboot

This option allows you to perform a soft reboot, that is, reset the unit while preserving logging and maintaining power to the UC360.

1. Press Settings 
2. Press Advanced
3. Press System Settings
4. Select Reboot
5. Select Yes

## Factory Reset

1. Press System Settings
2. Select Factory Reset

You will be able to cancel out of the window or confirm that the UC360 will have all the settings return to the factory defaults, including the password. The following items will be included.

- Default password
- Default network settings
- Default SIP settings
- Default volume
- Default screen brightness
- Debug logging default will be OFF
- Default screen saver timeout value

You will have the option to also reset the current software load back to the original factory load that shipped with the unit.



**WARNING: BACK UP THE CURRENT UC360 SETTINGS TO AN SD CARD BEFORE RESETTING TO FACTORY DEFAULTS.**

---

## Screen Saver

To access the Screen Saver settings:

1. Press Settings, then press Advanced
2. Press Display

You can configure the Screen Saver timeout interval by selecting one of the mutually exclusive radio button options: 15 seconds, 30 seconds, 1 minute, 2 minutes, 10 minutes and 30 minutes. The default timeout is 2 minutes.

The screen will timeout if the phone is continuously idle for the time-out period that was configured. This means that none of the following events occur: touch, key press, incoming call, on a call, or share presentation. The administrator will be logged off.

When the timeout occurs, the screen will go dim and the blue LEDs on the conference unit will flash in a clockwise rotating pattern. Each LED is on for two seconds until there is a user activity or an incoming call is received. The followings actions would be considered as a user activity:

- Press Home
- Click or move the USB mouse
- Press any keys on the USB keyboard



## Language Support

To access the Language Support settings:

1. Press Settings, then press Advanced
2. Press Language & keyboard
3. Press Select language

You can select a keyboard language independent from the displayed language. For example, the displayed language could be English but the keyboard language could be French. It is also possible to have multiple keyboard languages selected. The user swipes the spacebar key to switch the keyboard language.

The UC360 supports the following languages:

- Deutsch
- English
- Espanol (Espana)
- Espanol (Estados Unidos)
- Francais (Cdn)
- Italiano
- Nederlands
- Portugues (Brasil)
- Portugues (Portugal)

## MCD Programming for the UC360

This section describes the MCD settings for the UC360.

Refer to the **MCD System Administration Tool Online Help** for detailed instructions on how to program SIP Device Capabilities on the MCD system. Only MCD certified technicians should be programming the UC360 on the MCD.

The UC360 is a SIP device and can only be programmed on the MCD in Release 1.0. Licensing is also required on the MCD for the SIP Device. Refer to the *UC360 Engineering Guidelines* for more details on licensing.

The information provided below is based on MCD Release 5.0 SP2 PR1 (the minimum MCD release supporting the UC360) and may change; however, these instructions will still aid you in programming the UC360 for use on the MCD.

Program the following forms in MCD:

- “User and Device Configuration” on page 77
- “SIP Device Capabilities” on page 81

## User and Device Configuration

1. Configure the UC360 as an Endpoint on the MCD under the Profile tab.
2. Fill in the following fields:
  - **Last Name:** Enter the last name
  - **First Name:** Enter the first name
  - **Number:** The DN Number. This number should be the same as the one configured in "Login Name" under "SIP Settings" in the UC360.
  - **Device Type:** UC Endpoint

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View by Category SDS Share

User and Device Configuration on DN to search Show form on Go

User and Device Configuration Search:

Search Scope: ☒ lpbx415 ☐ Admin Group

Find a field named: **Number** that has a value of: Search

Add Change Copy Delete Print Import Export Data Refresh

Number: 74976 Name: Peter Hillier Service Type: No Device Type: Generic SIP Phone Apply Save Cancel

Profile Device Details Service Details Voice Mail Access and Authentication Phone Applications Keys

User Profile

Last Name: Hillier Role: No Role

First Name: Peter Language: English

Department: Email:

Location: IDS-Manageable: ☒

Service Profile

Number: 74976 Directory Name: Hillier, Peter

Hot Desking User: No Prime Name: ☒ No ☐ Yes

Device Type: UC Endpoint Privacy: ☒ No ☐ Yes

Service Level: Full Home Element: lpbx415

Local-only DN: ☐ Secondary Element: Not Assigned

ACD Enabled: ☐

## SIP Service Selection

1. Select the Service Details tab under User and Device Configuration.

The screenshot shows the UC360 administration interface. On the left, a navigation tree has 'User and Device Configuration' selected. The main panel displays the configuration for user 'Peter Hillier' (Number: 74976). The 'Service Details' tab is active. In this tab, the 'Service Type' is set to 'No' and 'SIP Device Capabilities' is set to '8'. A red arrow points to the 'SIP Device Capabilities' dropdown menu.

	Day	Night 1	Night 2
Class of Service	10	10	10
Class of Restriction	1	1	1
External Hot Desking Enabled	<input type="radio"/> No <input type="radio"/> Yes		
External Hot Desking Dialing Prefix			
External Hot Desking Number			
Personal Speedcall Allocation			
SIP Device Capabilities	8		
Interconnect Number	1		
Tenant Number	1		
Lock Default Configuration	<input type="radio"/> No <input type="radio"/> Yes		
Max Call History Records			
Non-Busy Extension	<input type="radio"/> No <input type="radio"/> Yes		

2. For the SIP Device Capabilities input an unused number from 1 to 60. (Default is 71)



**Caution:** SIP Device Capabilities numbers greater than 60 are set by the system and cannot be changed by a user. SIP Device Capabilities 71 contains programming not suitable for the UC360. This is why an administrator must select an unused SIP Device Capabilities number from 1 to 60 and then program the appropriate settings for that SIP Device Entry number to accommodate the UC360.

## Access and Authentication

1. Select the **Access and Authentication** tab under User and Device Configuration.

The screenshot displays the UC360 web interface for User and Device Configuration. On the left, a navigation tree shows 'Users and Devices' expanded, with 'User and Device Configuration' selected. A red arrow points to this menu item. The main content area shows the 'Access and Authentication' tab selected, with another red arrow pointing to the 'User PIN' field. The interface includes a search bar at the top, a list of user details (Number: 74975, Name: Peter Hillier, Service Type: No, Device Type: Gen SIP Phone), and a form for configuring access and authentication settings. The form fields include User PIN, Confirm User PIN, Wireless PIN, Confirm Wireless PIN, Desktop Admin (checkbox), Login ID, Password, and Confirm Password. A red arrow points to the 'User PIN' field, which is currently masked with dots.

2. Enter a **User PIN** and re-enter the same PIN number in **Confirm User Pin**.

This will be the same as the Login Password configured in the UC360 under SIP Settings.

## Multiline Support

In order to support the multi-line conference, you need to program the multi-call feature in the MCD.

1. Select the **Keys** tab under User and Device Configuration.

Number: 74976 Name: Peter Hillier Service Type: No Device Type: Generic SIP Phone

Profile Device Details Service Details Voice Mail Access and Authentication Phone Applications **Keys**

Button Number	Label	Line Type	URL	Button Directory Number	Ring Type	MiXML Application Feature	Phone Application Feature
2		Multicall		74976	Ring	Not Assigned	
3		Multicall		74976	Ring	Not Assigned	
4		Multicall		74976	Ring	Not Assigned	
5		Not Assigned				Not Assigned	
6		Not Assigned				Not Assigned	
7		Not Assigned				Not Assigned	
8		Not Assigned				Not Assigned	

2. There must be at least four lines (prime + 3 others) so that the UC360 can support conference calls. The following fields must be programmed:
  - Label: Any string
  - Line Type: Multicall
  - Button Directory Number: Same as your DN
  - Ring Type: Ring.

## SIP Device Capabilities

You can find this form from View Alphabetically -> SIP Device Capabilities.

1. Select the SIP Device Capabilities form.
2. Select the number you programmed in SIP Service Selection. Please note that multiple UC360's can use the same number configured in the form. In this example, 8 is used for the UC360.
3. Under the Basic Tab, enable **Replace System based with Device based In-Call Features**.

SIP Device Capabilities number 8 (below) matches the number used in example defined in Service Details tab.

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View by Category SCS Share

SIP Device Capabilities on DN to search Show form on Go

Change Copy Print... Import... Export... Data Refresh

### SIP Device Capabilities

SIP Device Capabilities Number	Comment
1	
2	Multiple M Lines
3	ASCOM device based
4	5610
5	Teleworker
6	Allows SIP Video
7	
8	UC360

Basic SDP Options Signaling and Header Manipulation Distinctive Ring Tones Timers Key Press Event

Called Party Inward Dialing Modification Record Information Advanced

SIP Device Capabilities Number 8

Comment UC360

Call Routing and Administration Options

Outbound Proxy Server

Replace System based with Device based In-Call Features ☒ Yes

Allow MWI Notifications without Subscription ☐ No

Enable Digit Collection in Busy Or Alerting State ☐ No



## SDP Options

1. Select the **SDP Options** tab under SIP Device Capabilities.

The screenshot shows the MITEL UC360 Administration interface. The left sidebar contains a navigation tree with the following items: Licenses, LAN/WAN Configuration, Voice Network, System Properties, System Settings, System Feature Settings, SIP Device Capabilities, Class of Restriction Groups, System Access Points, Feature Access Codes, Independent Account Codes, Default Account Codes, System Account Codes, System Speed Calls, Tenants, SMDR Options, Traffic Report Options, Inward Dialing Modification, and System IP Ports. The 'SIP Device Capabilities' item is selected. The main area displays a table of SIP Device Capabilities with 8 entries. Entry 8, 'UC360', is selected. Below the table, the 'SDP Options' tab is active, showing a list of settings with checkboxes. Red arrows point to the 'SDP Options' tab and the settings: 'Allow Device To Use Multiple Active M-Lines', 'Limit to one Offer/Answer per INVITE', 'Prevent the Use of IP Address 0.0.0.0 in SDP Messages', and 'Send Answer only after renegotiation is complete'.

SIP Device Capabilities Number	Comment
1	
2	Multiple M Lines
3	ASCOM device based
4	5610
5	Teleworker
6	Allows SIP Video
7	
8	UC360

Setting	Value
Allow Device To Use Multiple Active M-Lines	Yes
Allow Using UPDATE For Early Media Renegotiation	No
Force sending SDP in initial Invite message	No
Limit to one Offer/Answer per INVITE	Yes
Prevent SDP Renegotiation If Peer Initiated Hold	No
Prevent the Use of IP Address 0.0.0.0 in SDP Messages	Yes
Renegotiate SDP To Enforce Symmetric Codec	No
Repeat SDP Answer If Duplicate Offer Is Received	No
Send Answer only after renegotiation is complete	Yes
Suppress Use of SDP Inactive Media Streams	No

2. Enable the following settings:
  - Allow Device to User Multiple Active M-Lines
  - Limit to one Offer/Answer per INVITE
  - Prevent the User of IP Address 0.0.0.0 in SDP Messages
  - Send Answer only after renegotiation is complete.



## Signaling and Header Manipulation

1. Select the **Signaling and Header Manipulation** tab under SIP Device Capabilities.

The screenshot shows the Mitel UC360 Configuration interface. The left sidebar contains a navigation tree with the following items: Licenses, LAN/WAN Configuration, Voice Network, System Properties, System Settings, Date and Time, Controller Registry, System Ports, Application Logical Ports, System Feature Settings, System Options, Class of Service Options, SIP Device Capabilities (highlighted), Class of Restriction Groups, System Access Points, Feature Access Codes, Independent Account Codes, Default Account Codes, System Account Codes, System Speed Calls, Tenants, SMDR Options, Traffic Report Options, and Inward Dialing Modification. The main area displays the 'SIP Device Capabilities' section. At the top, there is a search bar with 'DN to search' and a 'Go' button. Below the search bar are buttons for 'Change', 'Copy', 'Print...', 'Import...', 'Export...', and 'Data Refresh'. The table below has two columns: 'SIP Device Capabilities Number' and 'Comment'. The table lists capabilities 1 through 8, with capability 8 labeled 'UC360'. Below the table, the 'Signaling and Header Manipulation' tab is selected, showing a list of settings with checkboxes. The settings are: Allow Display Update (Yes), Disable Reliable Provisional Responses (No), Disable Use of User-Agent and Server Headers (No), Fail REFER To Keep Call Active On Mid-Call Feature (No), Override Auto-Answer Headers (No), Override Auto-Answer Headers With (No), Require Reliable Provisional Responses on Outgoing Calls (No), Use P-Asserted Identity Header (Yes), and Use user-phone (No). Red arrows point to the 'SIP Device Capabilities' menu item, the 'UC360' row, the 'Signaling and Header Manipulation' tab, and the 'Allow Display Update' and 'Use P-Asserted Identity Header' settings.

SIP Device Capabilities Number	Comment
1	
2	Multiple M Lines
3	ASCOM device based
4	5610
5	Teleworker
6	Allows SIP Video
7	
8	UC360

Setting	Value
Allow Display Update	Yes
Disable Reliable Provisional Responses	No
Disable Use of User-Agent and Server Headers	No
Fail REFER To Keep Call Active On Mid-Call Feature	No
Override Auto-Answer Headers	No
Override Auto-Answer Headers With	No
Require Reliable Provisional Responses on Outgoing Calls	No
Use P-Asserted Identity Header	Yes
Use user-phone	No

2. Enable the following settings:

- Allow Display Updates
- User P-Asserted Identify Header

**Note:** The remaining tabs under SIP Device Capabilities can be left at their default settings.

## Distinctive Ring Tones

For the Distinctive Ring Tones, the settings should be the following:

The screenshot shows the 'SIP Device Capabilities' configuration page with the 'Distinctive Ring Tones' tab selected. The 'Record Information' and 'Advanced' sub-tabs are also visible. The 'Enable Distinctive Ringing' option is set to 'No'. The 'Internal Ring', 'External Ring', and 'Callback Ring' fields all contain the placeholder text '<http://www.notuse'.

SIP Device Capabilities	
Basic	SDP Options
Signaling and Header Manipulation	Distinctive Ring Tones
Timers	Key Press Event
Record Information	Advanced
<p>Enable Distinctive Ringing <input checked="" type="radio"/> No <input type="radio"/> Yes</p> <p>Internal Ring <input type="text" value="&lt;http://www.notuse"/></p> <p>External Ring <input type="text" value="&lt;http://www.notuse"/></p> <p>Callback Ring <input type="text" value="&lt;http://www.notuse"/></p>	

## Timers

For the Timers, the settings should be the following:

The screenshot shows the 'SIP Device Capabilities' configuration page with the 'Timers' tab selected. The 'Record Information' and 'Advanced' sub-tabs are also visible. The configuration table lists several timer settings with their respective values.

SIP Device Capabilities													
Basic	SDP Options												
Signaling and Header Manipulation	Distinctive Ring Tones												
Timers	Key Press Event												
Record Information	Advanced												
<table border="1"> <tbody> <tr> <td>Registration Period Minimum</td> <td>300</td> </tr> <tr> <td>Session Timer</td> <td>3600</td> </tr> <tr> <td>Subscription Period</td> <td>3600</td> </tr> <tr> <td>Subscription Period Minimum</td> <td>300</td> </tr> <tr> <td>Subscription Period Refresh (%)</td> <td>80</td> </tr> <tr> <td>Invite Ringing Response Timer</td> <td>0</td> </tr> </tbody> </table>		Registration Period Minimum	300	Session Timer	3600	Subscription Period	3600	Subscription Period Minimum	300	Subscription Period Refresh (%)	80	Invite Ringing Response Timer	0
Registration Period Minimum	300												
Session Timer	3600												
Subscription Period	3600												
Subscription Period Minimum	300												
Subscription Period Refresh (%)	80												
Invite Ringing Response Timer	0												

For the remaining tabs, leave them at default settings (i.e. nothing enabled). The remaining tabs include:

- Key Press Event
- Record Information
- Advanced

# APPENDIX A

## EXTERNAL KEYBOARD - SUPPORTED KEYS



## External Keyboard - Supported Keys

The external keyboard is an alternative for built-in soft keyboard. When the external keyboard is connected, the soft keyboard in most Android applications remains displayed - the user can use either keyboard to enter text.

Not all keys or functions on the physical keyboard are supported. Some applications may support more keys or functions than others. See the table below for a list of the supported keys. A check mark indicates that the keys are supported.

Keys/Functionality	Mitel Application	Remote Desktop (RDP)
a-Z	✓	✓
1-9	✓	✓
Shift + 0-9	✓	✓
Space	✓	✓
', ~ < and >	✓	✓
Insert	Not supported	Supported for only some applications
Delete	Not supported	forward delete
Num Lock	Not supported	✓
Caps Lock	Press shift key twice	Not supported
Shift	✓	✓
Up Arrow	✓	✓
Down Arrow	✓	✓
Left Arrow	✓	✓
Right Arrow	✓	✓
Control + v	Not supported	✓
Control + x	Not supported	✓
Control + z	Not supported	✓
Control + c	Not supported	✓
F1	✓	✓
F2-F12	Not supported	Not supported
Page Up/Down	Not supported	Not supported
End	Not supported	Not supported
Home	✓	✓
Esc	✓	Not supported
Print Screen	Not supported	Not supported
Scroll Lock	Not supported	Not supported
Pause Break	Not supported	Not supported



# APPENDIX B

## USING PISCCEL SMARTOFFICE





## Using Piscal SmartOffice

SmartOffice supports the following applications:

- File Browser
- PDF Viewer
- Word Viewer/Editor
- Excel Spreadsheet Viewer/Editor
- PowerPoint Presentation Editor/Viewer

There are some restrictions with the current file type support for password protected files – only encrypted PDF files are supported. The list of supported file extensions are listed below:

- txt
- rtf
- doc
- docx
- xls
- xlsx
- ppt
- pptx
- pdf

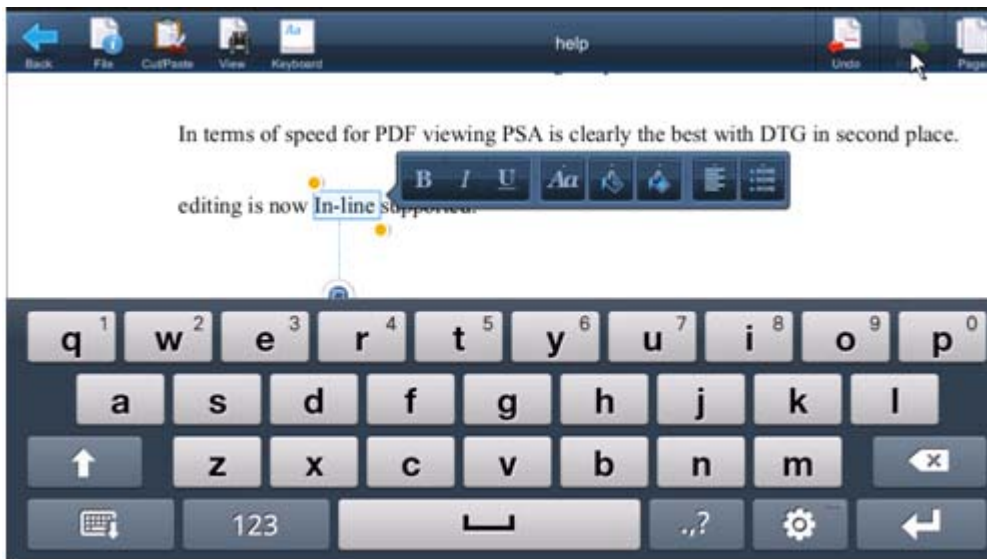
### Accessing Help on SmartOffice

Click on the Help icon in the top menu bar to launch the Help document for full details on using the particular user interface for the application you are using in the SmartOffice.

### Editing User Interface Basics

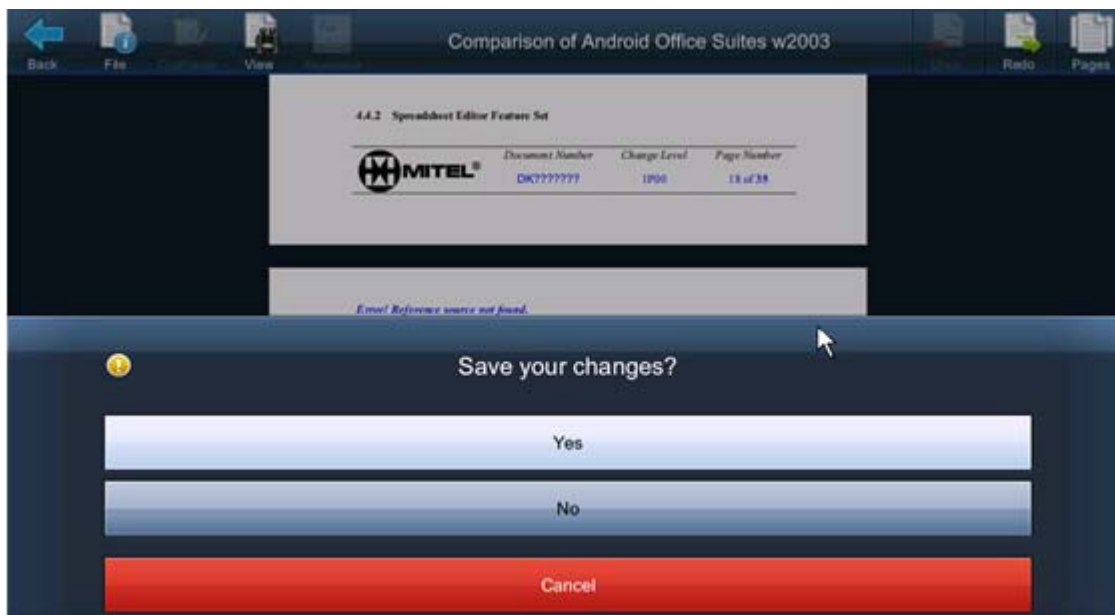
All files types other than PDF can be edited using a common user interface. Single tapping with a finger or using a mouse will insert an edit cursor. Type using the on-screen touch keyboard or hide that keyboard, and use the attached physical keyboard.

Double tap a word to select it.



The on-screen popup bar can be used to modify properties of the selected text, such as the font. Cut/Paste can be used to launch another popup menu to copy/cut/paste the selected text.

You can save the document using one of the file icon options or by pressing the Back key to exit the editor. You will be offered an option to save or discard changes if there are any unsaved changes.



For more information, press the Help icon in the top menu bar for detailed instructions.





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